GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:5102
ANSWERED ON:27.08.2001
EMERGENCY SERVICE NUMBER
RAMJI MANJHI

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the emergency service number are providing wrong information by stating that `this number is not available` or `this number is temporarily out of order` as reported in the Dainik Jagran dated November 12, 2000; and

(b) if so, the steps taken by MTNL to tone up its working and to provide better and satisfactory service to the consumers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b): The news appeared in the `Dainik Jagran` dated November 12, 2000 pertains to Noida which is under Bharat Sanchar Nigam Ltd. (BSNL). Presently three emergency services are working in Nodia as follows:

Code	Service
100	Police
101	Fire
102	Hospital

These numbers were tested and no such announcement as, `This number is not available` or `This umber I temporarily out or order` has been observed. Other emergency services as mentioned in MTNL Directory are:

Code	Services
1097	AIDS Information
1098	Child Care
1099	Accident & Trauma

These codes are not opened in Noida because concerned agencies like hospitals, Non Government organisations etc. have not approached for the same. If any subscribers from NOIDA dials these codes, he willget the announcement `This number is not available`.
Emergency services are being monitored by testing regularly.